



## STARS CONTINUOUS QUALITY IMPROVEMENT PLAN Instructions and Appendices

**Purpose:** Keystone STARS is a system of continuous quality improvement (CQI) that guides early learning and school-age programs toward achieving and maintaining high quality and best practices to improve outcomes for children and families. CQI is an ongoing process that includes reviewing sources of evidence about how the program is currently functioning, planning goals, and implementing strategies that move learning programs toward best practices. Well-developed plans supported with tenacious follow up are essential tools in guiding the development of CQI across all areas of the program.

**Overview:** This document contains general requirements and instructions on creating a STARS Continuous Quality Improvement Plan (CQI Plan). There are optional tools available (attached to this document as appendices) that may be used to create a CQI Plan. Additional copies of the optional tools may be downloaded as templates from [www.pakeys.org/stars/OptionalTools.aspx](http://www.pakeys.org/stars/OptionalTools.aspx). Note: Practitioners may design their own CQI Plan format; however, the submitted plan **must** address the information requested in the instructions below. Assistance in the creation and completion of a CQI Plan is available from the Regional Key. A special CQI area of the PA Key website is now available at <http://www.pakeys.org/pages/get.aspx?page=CQI> with materials and resources to support CQI work in programs.

**Instructions:** The following steps (1-5) outline the required components of a CQI Plan. The plan should be site-specific and focus on the needs of the community served including children, families, staff, etc. The goals chosen by a facility should be based on needs identified through a variety of sources of evidence and should reflect the program's philosophy and mission.

1. **Background Information:** include the following information in the CQI Plan or attach the most recent copy of your STARS Resource Planning Guide (if applicable):
  - Facility name and MPI #.
  - Overall time frame for the plan including current and projected STAR levels.
  - Facility size and projected grant requests (if applicable).
2. **Goal Planning:** determine specific goals needed to guide the program toward achieving and maintaining high quality and best practices. Each goal must address the following points (a-f). Please refer to *Appendix A: CQI Goal Planning Form (Optional Tool)* to guide goal planning.
  - a) **Goal Statement** – Write a clearly defined goal statement that is specific and measurable.
  - b) **Time Frame** – Identify the goal as immediate, short term (1-2 years), or long term (3-5 years) and select a projected date of completion.
  - c) **Quality Standard** - Align each goal with a quality standard or criterion. Quality standards/criteria include, but are not limited to, Keystone STARS Performance Standards, Pennsylvania Learning Standards, accreditation criteria (including NAEYC, NAA, NAFCC, etc.), Head Start Performance Standards and Caring for Our Children (CFOC) national health and safety standards for children.
  - d) **Source(s) of Evidence** - Identify the source(s) of evidence that indicate the need for the goal. Sources of evidence are typically assessments that provide information about the quality of services in the facility. There are a variety of quality indicators completed at different STAR levels that may serve as sources of evidence for the CQI plan. The sources listed below are identified by STAR level requirement to assist in gathering sources of evidence appropriate to a STAR level. However, other sources of evidence may be included as identified by the program.
    - Feedback from Designation Visit and ERS Assessment (including self-assessments) – (STAR 2 - 4)
    - Site Safety Review (STAR 2 - 4)

- Facility Professional Development Plan (STAR 2 - 4)
- Illness-Contagious Condition and Injury Tracking Review (STAR 2 - 4)
- Program Assessment – including Family, Staff, and School-Age Surveys (STAR 3 - 4)
- Financial Review (STAR 4)
- Risk Management Assessment (STAR 4)
- Strategic Plan (STAR 4)
- Business Plan (STAR 4)
- Additional sources such as the Program Administration Scale (PAS), CLASS or other assessment tools, ECERS-E, Child Assessment Data, Staff Observations & Evaluations, Family Conference feedback, Accreditation resources and other sources as determined by the facility.

At a minimum, the CQI Plan should identify and include the following number of sources of evidence to support the goals identified in the CQI plan: **STAR 2 = 3 sources; STAR 3 = 4 sources; STAR 4 = 5 sources.** Note: While the overall plan needs to be supported by multiple sources, individual goals may emerge from a single source.

- e) **Action Steps** - Outline a series of action steps needed to accomplish the goal including who is responsible for coordinating the action steps and monitoring their completion and effectiveness. Follow up as a group in staff meeting or someone tracking and following up with the individuals responsible for each element of the plan is critical to the success of any plan.
- f) **Resources & Supports** - Describe the resources and supports needed to achieve the goal. As appropriate, include needs related to:
- Professional Development/Technical Assistance
  - Learning Program, Management, or Business Practices
  - Materials, Equipment, or Facility Improvements

**3. Repeat:** Repeat Step 2 for each CQI goal developed for the program as part of the overall CQI Plan.

**4. Annual Review:** Establish a written process for ongoing and a concluding annual review of the plan. The annual review should address how quality was improved (including goals achieved and those still in process), what STARS supports and other resources were used to assist in improving quality, and what challenges were faced in working toward CQI goals. The results of the annual review should be used to guide the revision of existing goals and the planning of additional goals to be included in the new CQI Plan. *Appendix B: CQI Plan Annual Review (Optional Tool)* may be used to guide the annual review process.

**5. Moving On:** The CQI Plan may be expanded to include goal planning for a variety of program needs. Other considerations for a CQI Plan may include “above and beyond” goals created to enhance and strengthen existing competencies within the program such as program administration, curriculum, and relationships with families, etc. These “above and beyond” goals may emerge from current research or the director’s personal goals for the program.

Name of Facility: \_\_\_\_\_ MPI # \_\_\_\_\_

**Appendix A: CQI Goal Planning Form (Optional Tool)**

Date Goal Created: \_\_\_\_\_ Created by: \_\_\_\_\_ Current STAR Level: \_\_\_\_\_

<b>Continuous Quality Improvement (CQI) Goal*:</b> <input type="checkbox"/> Immediate <input type="checkbox"/> Short Term (1-2 years) <input type="checkbox"/> Long Term (3-5 years)	<b>Staff Coordinating/Staff Involved</b>	<b>Projected Date of Completion</b>
		<b>Actual Date Of Completion</b>

**How does the goal align with quality standards?                      What action steps are needed to achieve this goal?**

<b>Keystone STARS Performance Standards</b>		<b>Action Steps</b> (include initials of staff responsible)
<input type="checkbox"/> Staff Qualifications and Professional Development	<input type="checkbox"/> Learning Program	
<input type="checkbox"/> Partnerships with Family and Community	<input type="checkbox"/> Leadership and Management	
<input type="checkbox"/> Other Quality Standard:		
<b>What source(s) of evidence did you use to determine this goal?</b>		
<b>Source(s) of Evidence</b>	<b>Date(s) Completed</b>	

**What resources or supports are needed to assist in the achievement of this goal?**

<b>Professional Development/ Technical Assistance Needs</b>	<b>Changes or Improvements to Learning Program, Management, or Business Practices</b>	<b>Materials, Equipment, or Facility Improvements</b>

**\*Please use a separate page for each goal. Copy this page, as needed, to accommodate all the program goals.**

Name of Facility: \_\_\_\_\_ MPI # \_\_\_\_\_

(SSN or FEIN for Family Home)

**Appendix B: CQI Plan Annual Review (Optional Tool)**

Review of Plan Year _____ to _____ (month/year) (month/year)		Goals to be Reconsidered from Previous Year's Plan (these goals will be added to your new CQI Plan)
# of Goals in Previous Year's Plan		
# of Goals Completed from Previous Year's Plan		

<b>How has quality improved in the facility during the past year?</b> (Include consideration of regulatory compliance, quality of services, staff performance, organization and management, family/community partnerships, and financial practices.)	
<b>How were STARS supports and other resources used to assist in improving quality?</b> (Include consideration of grants, awards, technical assistance, voucher program, STARS management support, professional development opportunities, and credential programs.)	
<b>What challenges were faced working toward the program CQI goals? How can these challenges be addressed in this year's plan?</b>	
<b>How were CQI goals, including progress made, shared with staff, families, and other stakeholders?</b>	

This Annual Review form will assist in setting your CQI goals for next year and should be included with the new CQI plan.

Name of Person Responsible for Annual Review

Title

Date

**Name of Facility:** \_\_\_\_\_ **MPI #** \_\_\_\_\_  
**(SSN or FEIN for Family Home)**